

Commonwealth Office of Technology

Rated Service Description

Wireless Messaging (Blackberry Connectivity) Support		Rate
MW10	Per Blackberry device, per month The MW10 service offers connectivity to the Commonwealth's Private Network from a Blackberry wireless device	\$16
MW10	Includes the following HARDWARE None. A Blackberry device must be obtained by the agency.	
MW10	Includes the following SOFTWARE All necessary software licenses and maintenance are provided under this service Desktop Software for the Blackberry	
MW10	Includes the following SERVICES Blackberry access to a Commonwealth-supported Exchange mailbox (includes calendar, inbox, contacts, task/notes, etc.) 24 X 7 X 365 access to the Commonwealth Service Desk Support staff is available on-site Monday - Friday, 7:30am to 5:30pm. Personnel are on-call for after-hours, emergency support. All support is included in the cost of this service.	
MW10	To Initiate Service or Report a Problem with this service Please contact the Commonwealth Service Desk: <ul style="list-style-type: none">• 24x7 Phone support: 502-564-7576• Toll free support number: 800-372-7434• Via e-mail CommonwealthServiceDesk@ky.gov You will also need to complete and submit an F-180 form to the Commonwealth Service Desk when you request to initiate this service. Please note that a valid COT Billing Number will be required on the F-180 Form. The F-180 form can be found here: http://technology.ky.gov/support/cot_forms.htm	
MW10	Additional Service Clarifications The agency pays for all costs associated with the Blackberry device(s). The MW10 service is a "connectivity" service only. At this time, the MW10 service is available for connectivity to Blackberry devices ONLY	